

A GUIDE TO OUR SERVICES

**Nottingham Trent University
Student Health Centre
Shakespeare Street
Nottingham
NG1 4FQ**

Telephone: (0115) 848 6481

Fax: (0115) 848 4255

www.ntu.ac.uk/sss/health

Radford Medical Practice
Radford Health Centre
Ilkeston Road
Radford
Nottingham
NG7 3GW

Telephone: (0115) 979 2691

Fax : (0115) 942 2619

www.radfordmedicalpractice.co.uk

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SURGERY RECEPTION – TERM TIME

Monday	8.30 am – 6.45 pm
Tuesday	8.30 am – 6.45 pm
Wednesday	8.30 am – 6.45 pm
Thursday	8.30 am – 1.00 pm
Friday	8.30 am – 6.45 pm

The telephone lines are open at 8.00am

OUT OF TERM TIME the surgery will close at 4.45 pm Monday, Tuesday, Wednesday and Friday. Our branch site will be open until 6.30 pm on these days (location as above). We are closed on a Thursday afternoon from 1.00 pm

The Practice is within the Nottingham City Primary Care Trust.

WELCOME TO NOTTINGHAM TRENT UNIVERSITY STUDENT HEALTH CENTRE (CITY SITE)

We offer a full general practice service and run specialist clinics for diabetes and asthma sufferers and for patients needing minor surgery. We aim to treat patients promptly, courteously and in complete confidence. We feel it is important you know who you are speaking to – our staff can be identified by their name badge. Details of all Practice staff can be obtained from our website.

We are a training Practice. This means hospital doctors wanting to enter general practice spend six months with us in order to gain the experience they need to become a family doctor. If you would prefer that a trainee is **not** present during your consultation please let your doctor or the receptionist know.

This leaflet is for both existing patients and those considering registering with us. It tells you about our services, how to access them and some general information about how our Practice operates.

HOW TO REGISTER

If you are a student at Nottingham Trent University and would like to register with the Practice this can be done in one of the following ways:

1. By access to the University website for details of how to pre-register with a doctor whilst you are at University. Your contact information will be passed to the Practice and we will contact you with details of the full registration process.

OR

2. Call into our Health Centre at Shakespeare Street and ask at reception for a registration pack.

If you move outside the Practice boundary (see map available at reception) you are able to obtain information about doctors in your new area by contacting Nottingham City PCT, 1 Standard Court, Park Row, Nottingham NG1 6GN. Tel: 0115 9123344.

As a patient you have the right to express your preferred doctor. It is important to note however that you will be registering with the Practice rather than an individual doctor.

If you live in the **NG7 postcode area** and it would be more convenient for you to attend our branch surgery at Radford Health Centre, Ilkeston Road, Radford please ask at reception for your record to be transferred there.

PATIENT RESPONSIBILITIES

It is the patient's responsibility to advise the Health Centre of any details concerning change of address, telephone number, medication etc. Please also inform the surgery if you are not able to keep an appointment – we may be able to offer it to another patient.

ZERO TOLERANCE POLICY

The Doctors and staff of the Practice will not accept any form of verbal or physical abuse. This could result in the patient being removed from our list.

ROUTINE APPOINTMENTS

Please telephone the surgery on **(0115) 8486481 to make an appointment.**

We operate a mixture of pre-bookable and book on the day appointments for both the GP's and Nurses. If you need to see a doctor on the day you are ill, you should phone at 8.00am for a morning/afternoon appointment and 1.30pm for an evening appointment (except Thursday's – see page 2 for reception hours)

Nurses based in our practice treat patients for a wide range of common conditions. You can expect to see a nurse within one working day.

Let us know if you need to discuss more than one complaint - we can give you a longer appointment if necessary.

Tell us if you want someone to accompany you during an examination or if you require access to a private room to discuss any matters – we will make every effort to accommodate your request.

TELEPHONE CONSULTATION WITH A DOCTOR

You can book to have a **telephone consultation** with a doctor. Your call will be logged and a doctor will ring you at a convenient time on the telephone number you have given. If you are only available on a mobile phone, you will be expected to ring the Practice at the agreed time.

Patient Access to Electronic medical Records System (PAERS) Arrival Kiosk

When you call into surgery for your appointment you will have access to the PAERS arrival kiosk. This allows you to automatically check in at the Practice without having to tell the receptionist. The system lets the receptionist and doctor know you have arrived.

Please ask for a leaflet describing how to register to use all the PAERS systems:

- PAERS arrival kiosk
- PAERS medical records viewing kiosk
- Health portal – health information can be accessed and printed off at a modest charge

YOU CAN HELP US BY

- Being on time for your appointment
- Letting us know if you need to cancel
- Calling for a home visit or urgent appointment before 10.00 am
- Ringing for the results of tests after 10.00 am Monday-Wednesday and Friday (our phones are closed from 12.30 pm on a Thursday). Results of tests can only be given to the patient.

URGENT APPOINTMENTS

If you have an urgent problem please telephone the surgery on **(0115) 8486481**. A nurse will triage (assess) your needs and, if considered urgent, will arrange a suitable appointment time.

EMERGENCIES

The nurse or doctor will see emergencies the same day. Advice and information can also be obtained from:

NHS Direct offers free expert health information and advice 24 hours a day on 0845 4647 or at their website www.nhsdirect.nhs.uk which also offers an enquiry service.

For deaf people and those hard of hearing, a telephone service is available on 0845 606 4647. If English is not your preferred language, you can choose to use a confidential translation service.

A nurse led drop-in service offering health advice, information and treatment of minor ailments by experienced NHS nurses and health information advisors. It is open all year round at:

The Walk in Centre, London Road, Nottingham (next to the BBC)
Tel: 0115 8440212 / 8440073. (Please contact direct for current opening times).

Accident and Emergency / 999

Whatever the day or time, if you or someone else experiences severe chest pain, loss of blood or suspected broken bones, go to your nearest accident and emergency department or phone 999.

APPOINTMENTS WITH THE DOCTOR TERM TIME

Monday	9.30-11.40 am	2.00-3.50 pm	4.30-6.20 pm
Tuesday	9.30-11.40 am	2.00-3.50 pm	4.30-6.20 pm
Wednesday	9.30-11.40 am	2.00-3.50 pm	4.30-6.20 pm
Thursday	9.30-11.40 am	closed	closed
Friday	9.30-11.40 am	2.00-3.50 pm	4.30-6.20 pm

Doctor appointments may vary occasionally giving longer morning surgeries, depending upon demand. Times are therefore subject to change, without prior notice.

APPOINTMENTS WITH THE NURSE TERM TIME

Monday	9.00 am - 6.00 pm
Tuesday	9.00 am - 6.00 pm
Wednesday	9.00 am - 6.00 pm
Thursday	9.00 am - 12.15 pm
Friday	9.00 am - 6.00 pm

Our **PRACTICE NURSES** are available, by appointment, for the following services:

- Sexual health and contraception
 - Morning after pill
 - Repeat contraception prescriptions
 - All other contraception/sexual health advice
- Blood pressure check
- Ear syringing
- Blood tests (if the Phlebotomist/HCA is not available)
- Preventive health measures
- Health promotion/education
- Cervical smears
- Breast examination advice

- Smoking cessation support
- Wound dressing
- Well person check
- Asthma assessment/clinic
- Vaccinations
- Dietary advice
- Suture removal
- Minor surgery (referral from doctor)
- New patient registration checks
- Spirometry
- Travel advice
- Travel vaccinations – some charges apply (please ask to see our scale of fees)
- Yellow Fever vaccinations – we are a Yellow Fever Centre – there is a charge for this service

Our **HEALTH CARE ASSISTANT** is available, by appointment, for the following services:

- Blood tests
- New patient registration checks
- Blood pressure checks
- Health Promotion
- Spirometry

Please ask for an appointment with our **PHLEBOTOMIST** if you require a blood test.

The Phlebotomist does a clinic once a week.

HOME VISITS

We would request patients make every effort to attend surgery if they are feeling unwell.

However we do recognise that, in the event of serious illness which means your condition does not allow you to travel to the surgery, you may need to request the doctor to visit you at home.

If this is the case please phone 0115 8486481 before 10.00 am and a nurse will assess your needs. Please let us know if your condition is urgent.

WHEN THE SURGERY IS CLOSED

If you have an urgent problem that cannot wait until the surgery is open please telephone 0115 9792691 and your call will be diverted to our deputising service. Your needs will be assessed and you will be given advice or arrangements will be made for you to be seen by a healthcare professional.

Other local NHS services

As well as our Practice, there are many other local NHS services you can contact for health advice, information or treatment. Before you do, remember that you can treat many minor ailments such as colds, coughs and indigestion by keeping a well-stocked medicine cabinet at home. We suggest you keep the following:

- Paracetamol and aspirin (children under 16 and people with asthma should not take aspirin)
- Mild laxatives
- Anti-diarrhoeal medicines
- Rehydration mixture
- Indigestion remedy (for example, antacids)
- Travel sickness tablets
- Sunscreen – SPF15 or higher
- Sunburn treatment (for example, calamine)
- A thermometer

- A selection of plasters, non-absorbent cotton wool, elastic bandages and dressings

Remember

- Keep the medicine chest in a secure, locked place out of reach of small children
- Always read the instructions and use the suggested dose
- Watch expiry dates – don't keep or use medicines past their sell-by date
- Take all unwanted and out of date medicines back to the Pharmacy

Your Local Pharmacist

Your local Pharmacist will be able to give you free health advice at any time – you don't need an appointment. Many Pharmacies operate extended hours on a rota basis. Call NHS Direct on 0845 4647 for details.

Pharmacy First Scheme

If you are exempt from prescription charges you will be able to get the same medicines the doctor would have prescribed free of charge for head lice, temperature/fever, sore throat, earache, teething pain and pain relief for toothache.

To access the service go to your local Pharmacy First pharmacist (look out for posters, leaflets and window stickers for your nearest one or ask at reception).

PRESCRIPTIONS

Repeat prescriptions can be ordered by letter, enclosing a stamped addressed envelope, or in person. Please allow 48 hours before

collection. We are not able to take repeat prescriptions over the telephone.

Please ask at reception about repeat dispensing prescriptions and Pharmacy collection – for payment exemption prescriptions only.

SPECIAL SERVICES

We provide a range of services (see below). For an appointment for any special services listed below or further details, please call 0115 8486481.

- **Sexual health and contraception advice** – the Practice operates a fully comprehensive service
- **Asthma clinic** – for routine asthma checks/ support please ask to see the Practice Nurse who specialises in asthma care
- **Minor surgery** – wart clinic at Radford Health Centre on a Monday morning please discuss with your doctor first. This is an extra service and is subject to availability of liquid nitrogen
- **Counselling** services – please ask for a referral from your doctor
- **Diabetic clinic** – this is held on a Wednesday morning at Radford Health Centre
- **Ante Natal clinic** – this is held on a Friday afternoon at Radford Health Centre for expectant mothers and partners. If you become pregnant, you will be given a “booking appointment” at which the midwife will ask you a few questions and carry out some general health checks. You will be seen regularly throughout your pregnancy either at the Practice by the doctor/midwife or at the local hospital, or both.

Whilst receiving ante natal/post natal care your medical record will be transferred temporarily to our branch site.

- **Child Health surveillance and immunisation clinic** – this is held every Tuesday at Radford Health Centre between 1.30 pm – 3.00 pm for baby checks, developmental assessments and immunisations. A Doctor, Health Visitor and Practice Nurse are usually available to answer any queries.
- **Health check** – if you are between 16-74 years and have not been seen in the last 3 years and wish to have a basic health check please book an appointment with the Health Care Assistant or Practice Nurse.
- **Stopping Smoking** – run by NEW LEAF at Radford Health Centre. Please phone 0115 9349526 for an appointment.
- **Other Health care services** not available at the Practice are provided by Nottingham City Primary Care Trust. Telephone: 0115 9123344 for details.
- **Travel Health** – please speak to one of the Practice Nurses before you travel. You may require vaccination depending on the country you are visiting.

EMPLOYMENT AND INSURANCE MEDICALS

The doctors are available to carry out these medicals by special appointment. Please ask for details of our charges for these non-NHS services.

SPECIALIST AND HOSPITAL CARE

If the doctor believes you need hospital treatment or specialist care elsewhere, he/she will ask you where and when you would like to go. Your appointment may be booked electronically while you wait (you will be given a unique booking reference) or by the secretary some time after your consultation (usually within seven days).

If you would prefer to have some time to think before deciding where and when you wish to have treatment, you will be offered

the option of calling the Practice later and the secretary will be able to book your appointment then.

DISABLED ACCESS

There is a disabled access ramp at the Health Centre. There is a disabled car parking space at our premises.

HEARING LOOP

Is available at the Health Centre – please enquire at Reception.

INTERPRETERS

We can arrange interpretation and translation services in person or by phone for patients who do not speak English. Please let us know, in advance, if you need this service or when booking an appointment.

PATIENT CONFIDENTIALITY

We respect your right to privacy and keep all your health information confidential and secure. It is important that the NHS keeps accurate and up-to-date records about your health and treatment so that those treating you e.g. hospital, Social Services or Health Authority can give you the best possible care.

This information may be used for management and audit purposes. However, it is usually only available to, and used by, those involved in your care confidentially or by removing identifying details when they are not essential.

Everyone working for the NHS has a legal duty to maintain the highest level of confidentiality about patient information. If at any time you would like to know more about how we use your

information or you would like to see your records, please call our Practice Manager, on 0115 9792691.

PRACTICE CHARTER

Please ask for a copy of the Practice Charter or visit our website at www.radfordmedicalpractice.co.uk to download a copy.

COMPLIMENTS/COMPLAINTS/SUGGESTIONS

Our Practice aims to give a friendly and professional service to all our patients. However, if you have any concerns about any aspect of our service, please let us know. We always strive to improve and enhance our service to you.

Please ask for the Practice Manager in the first instance who will be happy to help. In the majority of cases, concerns can be resolved quite easily. We also have a suggestion box for you to post your suggestion anonymously if you wish.

However, if you feel we have not dealt with the issues you have raised as you would wish, you can write to the Complaints Manager, Nottingham City Primary Care Trust (PCT), 1 Standard Court, Park Row, Nottingham NG1 6GN. Tel: 0115 9123344.

The PCT also operates a Patient Advice and Liaison Service (PALS) which can often help resolve any problems before they become formal complaints. To speak to a PALS officer, Tel: 0115 9123344 or ask at reception for a leaflet.

PATIENT PARTICIPATION GROUP

We are looking for volunteer patients to join our PPG. This is a selection of patients and Practice staff who meet regular intervals

to decide ways of making a positive contribution to the services and facilities provided by the Practice to its patients.

If you would like to join this informal group please speak to one of the Practice staff or Assistant Practice Manager for more information.

YOUR LOCAL PRIMARY CARE TRUST (PCT)

The area serviced by the Practice is in the district covered by Nottingham City PCT. The PCT is responsible for ensuring you get all the services you need. For details, look at Your PCT Guide to Primary Care Services at www.nottinghamcitypct.nhs.uk, or get the information you need at www.nhs.uk. The PCT also produces Your Guide to Local Health Services at:

Nottingham City PCT

1 Standard Court
Park Row
Nottingham
NG1 6GN

Telephone: 0115 9123344

USEFUL TELEPHONE NUMBERS

NHS Direct	0845 4647
Radford Medical Practice	0115 9792691
Radford Health Centre	0115 9420360
QMC/University Hospital	0115 9249924
Nottingham City Hospital	0115 9691169
AIDS helpline	01872 242520
Alcoholics Anonymous	0115 9417100
Alcohol Problem Advisory Services	0115 9414747
Rape Crisis Centre	0115 9410440
Samaritans	0115 9411111
Sexually Transmitted Diseases clinic:	
G.U. Clinic City Hospital (female)	0115 9427747
G.U. Clinic City Hospital (male)	0115 9627745
Teenage Health Clinic	
Victoria Health Centre	0115 9509151
Radford Sexual Health Clinic	0115 9420360
Women's Centre	0115 9470230
Women's Aid	0115 9410457
New Leaf Smoking Cessation Clinic	0115 9349526
Domestic Violence Helpline	0808 8000340

Please let us know if you would like a copy of this leaflet in Braille, on audiocassette tape, on disk, in large print or in a translated version.